

## ● Trip Cost and Companions

New Freedom client and companion fare is \$2.50 per one way trip. Clients are allowed two (2) companions per trip. Whenever a client chooses to have a companion accompany them, notice must be given to the scheduling house when the reservation is made. Failure to note a companion will accompany you when scheduling, could prevent the companion from boarding in order to ensure that other clients will be able to ride their scheduled trip.

## ● Lost and Found

Please remember to collect all personal belongings when leaving the vehicle. In the event a personal item is left behind on the vehicle, please call the providers office number to inquire about your belongings.

### Comfort and Care Transportation

(248) 469-5593

**Checker Cab** (313) 963-7000

**Wrightway Transportation** (313) 367-2491



Serving residents  
of Detroit, Highland Park  
and Hamtramck.



### New Freedom Program

1301 E. Warren Avenue  
Room 111, Detroit, MI 48207

**Phone: 313-833-1017**

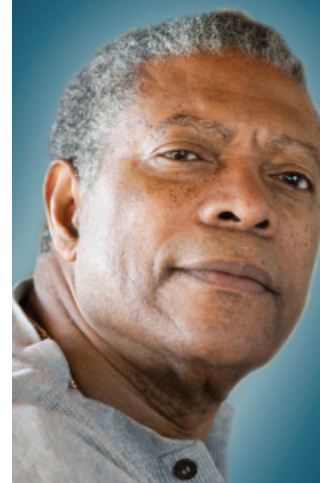
**E-mail: [newfreedom@detroitmi.gov](mailto:newfreedom@detroitmi.gov)**

DDOT Customer Service: 313-933-1300  
[www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)

  @RideDDOT



Providing  
transportation  
services to Detroit,  
Hamtramck and  
Highland Park  
disabled residents.



Provided by  
The Detroit Department  
of Transportation

## ● New Freedom Program Overview

The Detroit Department of Transportation (DDOT) was awarded grant funds from the Federal Transit Administration (FTA) to address some of the transportation challenges facing the city's disabled community.

### New Freedom

The goal of the New Freedom Program is to provide transportation options to individuals with disabilities beyond DDOT's MetroLift ADA Paratransit service.

### Transportation for Persons with Disabilities

The New Freedom service offers **citizens with disabilities** transportation service which allows them to travel up to 25 miles within Wayne, Oakland and Macomb Counties. The service is operated **Monday thru Saturday from 5:00 a.m. until 7:00 p.m. excluding holidays.**

## ● New Freedom Eligibility Criteria

- Individuals interested in using this service must be verified residents of the city of Detroit, Highland Park and Hamtramck
- A **valid** state of Michigan driver license or ID card must be used for residency verification
- Applicants must also have an ADA qualifying disability verified by a medical professional to be eligible to use the New Freedom service

## ● How Do You Apply for the New Freedom Service?

Applicants must apply directly to DDOT by completing an application/medical verification form in its entirety. The application processing time is generally 7 to 10 business days excluding the date the application was received. Upon review, a DDOT representative will contact the applicant directly regarding the information on the application. Once reviewed and approved, the client becomes a certified New Freedom client and is assigned a New Freedom Registration I.D. number that will allow the client to schedule a trips.

Applicants can mail, e-mail or fax a completed application and Medical Verification form along with a copy of your valid identification to:

#### DDOT/New Freedom

1301 E. Warren Ave.

New Freedom Program

Office number: (313) 833-1017

Fax number: (313) 833-5493

E-mail: [newfreedom@detroitmi.gov](mailto:newfreedom@detroitmi.gov)

Administration Hours: 8:00 a.m. - 4:00 p.m.

Monday – Friday

(Walk-in applications are not accepted)

Note: Applications are available online at

[www.RideDetroitTransit.com](http://www.RideDetroitTransit.com)



## ● How Do I Schedule a Ride?

Contact the New Freedom Call Center operated by Transdev Services Inc. at (313) 208-7363 to make reservations. Scheduling hours are **Monday – Saturday from 8:00 a.m. until 4:00 p.m.** Reservations can be scheduled 1- 8 days in advance. Service is not operated on Sunday or major holidays. Please contact Transdev with any scheduling questions or inquiries you may have.

### Holidays

New Freedom service will not operate on the following holidays:

- New Year's Day • Easter •
- Memorial Day • Forth of July •
- Labor Day • Thanksgiving • Christmas •

Please note:

DDOT's New Freedom Transportation Service is a shared ride curb to curb service with service being provided by the following companies

- Checker Cab •
- Comfort and Care Transportation •
- Wrightway Transportation •

### What Information Do I Need to Schedule a Trip?

- Please have your client ID number and name.
- The appointment time.
- The exact address for the trip you're requesting. If your destination is to a major business such as Meijer, Rite Aid Pharmacy etc. please inform the scheduler of this information to better inform the driver of your destination or pickup location.
- Any mobility device that you require
- If you need a personal care assistant or if a companion will be traveling with you.
- Notes about special entrances or specific locations (i.e. apartment located at back entrance.
- Clients are responsible for notifying Transdev of any address or phone number changes